

## 56 Hotel Reception

### WorldSkills Standards Specification

Section	WSSS Marks
1	Work organization and self-management
2	Communication, customer care, and interpersonal skills
3	Hotel reservation procedures
4	Checking-in procedures
5	Administration and back office procedures
6	Sales promotion
7	Managing complaints
8	Checking-out procedures
9	Promotion of local attractions and culture (tourism)

### Criteria

ID	Name
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A	Front Office Day 1
B	Back Office Day 1
C	Front Office Day 2
D	Back office Day 2
E	Front Office day 3
F	Back Office Day 3
G	Front Office Day 4
H	Back Office Day 4
I	

Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
A1	Personal presentation	1	M	Hotel Facts Sheet - Dresscode	
A2	DESK A Room reservation A1	1	M	Appropriate greeting	
			M	Obtains correct contacts details	
			M	Provide the correct information of guarantee and cancellation policy	
			M	All correct in reservation system	
			M	Anything else?	
			J	Shows confidence and knows details and facts	0
					1
					2
					3
			J	Smooth handling	0

					1
					2
					3
			J	Relevant promoting	0
					1
					2
					3
A3	Desk A Attending guest B1	1	M	Appropriate greeting	
			M	Ask about stay	
			M	Anything else?	
			J	Smooth handling	
					0
					1
					2
					3
			J	Self-confidence in dialog	0
					1
					2
					3
			J	Solution	0
					1
					2
					3
A4	Desk B Tourist info A2	1	M	Appropriate greeting	
			M	Ask guest for relevant details	
			M	Mark on map/written notes	
			M	Transportation/direction	
			M	Anything else?	
			J	Suggestions	
					0
					1
					2
					3
			J	Promoting hotel's facilities	

A5	Desk B Check in B2	1			0
					1
					2
					3
			J	Self-confidence in dialog	
					0
					1
					2
					3
A6	Desk C Room reservation A3	1	M	Appropriate greeting	
			M	Payment	
			M	Inform about floor	
			M	Anything else?	
			M	Correct Reservation Status	
			J	Smaltalk	
					0
					1
					2
					3
			J	Self-confidence in dialog	
					0
					1
					2
					3
			J	Smooth handling	
					0
					1
					2
					3
			J	Relevant promoting	
					0
					1
					2
					3
			M	Appropriate greeting	
			M	Obtains correct full name/ arrival / departure / nb of pax	
			M	Special requests	

A7	Desk C Extraordinary situation B3	1	M	All correct in reservation system	0
			M	Anything else?	1
			J	Shows confidence and knows details and facts	2
					3
			J	Smooth handling	0
					1
					2
					3
			J	Relevant promoting	0
					1
A8	Desk D Room reservation A4	1			2
					3
			M	Follow security policys	0
			J	Self-confidence in dialog	1
					2
					3
			J	Smooth handling	0
					1
					2
					3
			M	Appropriate greeting	0
			M	Gives correct availabillity & rate	1
			M	All correct in reservation system	2
			M	Anything else?	3
			J	Shows confidence and knows details and facts	

A9	Desk D Attending guest B4	1	J	Smooth handling	0 1 2 3
			J	Relevant promoting	0 1 2 3
			M	Appropriate greeting	0 1 2 3
			M	Ask about stay	
			M	Anything else?	
			J	Smooth handling	
			J	Self-confidence in dialog	0 1 2 3
			J	Solution	0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
B1	BOT Written reservation confirmation	1	M M	Appropriate greeting and ending Confirms full name/ arrival / departure	

B2	BOT Room inquiry	1	M	Confirms correct room type / nb of rooms / rate	0 1 2 3
			M	Special requests	
			M	Confirms payment & cancellation policy	
			J	Structure	
			M	Appropriate greeting and ending	0 1 2 3
			M	Positive reaction on customer's inquiry	
			M	Makes an offer with rates & cancellation policy	
			M	Reconfirm dates and number of nights, payment	
			M	Reply to all special requests	
			J	Structure	
					0 1 2 3
			J	Relevant promoting	0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
C1	Personal presentation	2			
C2	Desk A Check in A1	2	M	Hotel Facts Sheet - Dresscode	
			M	Appropriate greeting	
			M	Confirm reservation	
			M	Inform about breakfast	
			M	Anything else?	
			M	Correct Reservation Status	

C3	Desk A Complaint C1	2	J	Smaltalk	0
					1
					2
					3
			J	Self-confidence in dialog	0
					1
					2
					3
			J	Smooth handling	0
					1
					2
					3
			J	Relevant promoting	0
					1
					2
					3
C4	Desk B Attending guest A2	2	M	Appropriate greeting	0
			M	Provide an apology / shows empathy	1
			M	Anything else	2
			J	Smooth handling	3
					0
					1
					2
					3
			J	Solution	0
					1
					2
					3
			M	Appropriate greeting	0
			M	Ask about stay	1
			M	Anything else?	2
			J	Smooth handling	3



					0
					1
					2
					3
			J	Self-confidence in dialog	
					0
					1
					2
					3
			J	Solution	
					0
					1
					2
					3
C5	Desk B Extraordinary situation B2	2	M	Follow security policys	
			J	Self-confidence in dialog	
					0
					1
					2
					3
			J	Smooth handling	
					0
					1
					2
					3
C6	Desk C Tourist Information B3	2	M	Appropriate greeting	
			M	Ask guest for relevant details	
			M	Mark on map/written notes	
			M	Transportation/direction	
			M	Anything else?	
			J	Suggestions	
					0
					1
					2
					3
			J	Promoting hotel's facilities	
					0

					1
					2
					3
			J	Self-confidence in dialog	0
					1
					2
					3
C7	Desk C Check in A3	2	M	Appropriate greeting	
			M	Check ID Card / Passport	
			M	Inform about WiFi	
			M	Anything else?	
			M	Correct Reservation Status	
			J	Smaltalk	0
					1
					2
					3
			J	Self-confidence in dialog	0
					1
					2
					3
			J	Smooth handling	0
					1
					2
					3
			J	Relevant promoting	0
					1
					2
					3
C8	Desk D Check in A4	2	M	Appropriate greeting	
			M	Wishes a nice stay	
			M	Anything else?	
			M	Correct Reservation Status	

C9	Desk D Tourist information B4	2	J	Smaltalk	0
					1
					2
					3
			J	Self-confidence in dialog	0
					1
					2
					3
			J	Smooth handling	0
					1
					2
					3
			J	Relevant promoting	0
					1
					2
					3
			M	Appropriate greeting	
			M	Ask guest for relevant details	
			M	Mark on map/written notes	
			M	Transportation/direction	
			M	Anything else?	
			J	Suggestions	0
					1
					2
					3
			J	Promoting hotel's facilities	0
					1
					2
					3
			J	Self-confidence in dialog	0
					1

					2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
D1	BOT VIP city tour	2	M M M J	Is the tour structured Answers all of the guest requests Transportation offered Tour Program	0 1 2 3
			J	Structure	0 1 2 3
D2	BOT Replying complaint	2	M M M M J	Appropriate grereeting and ending Thank the guest Apologies or show empathy Provide information of steps taken to rectify problem(s) Refer to incident, offer solution	0 1 2 3
			J	Structure	0 1 2 3

Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
E1	Personal presentation	3	M	Hotel Facts Sheet - Dresscode	
E2	Desk A Tourist information D1	3	M	Appropriate greeting	
			M	Ask guest for relevant details	
			M	Mark on map/written notes	
			M	Transportation/direction	
			M	Anything else?	
			J	Suggestions	0 1 2 3
			J	Promoting hotel's facilities	0 1 2 3
			J	Self-confidence in dialog	0 1 2 3
E3	Desk A Extraordinary situation A1	3	M	Follow security policys	
			J	Self-confidence in dialog	0 1 2 3
			J	Smooth handling	0 1

E4	Desk B Room reservation C2	3	M	Appropriate greeting	2
			M	Confirm reservation	3
			M	All correct in reservation system	
			M	Anything else?	
			J	Shows confidence and knows details and facts	
					0
					1
					2
					3
			J	Smooth handling	
E5	Desk B Complaint A2	3			0
					1
					2
					3
			J	Relevant promoting	
					0
					1
					2
					3
			M	Appropriate greeting	
E6	Desk C Complaint A3	3	M	Provide an apology / shows empathy	
			M	Anything else	
			J	Smooth handling	
					0
					1
					2
					3
			J	Solution	
					0
					1
			M	Appropriate greeting	2
			M	Provide an apology / shows empathy	3

E7	Desk C Attending guest B3	3	M	Anything else	0 1 2 3	
			J	Smooth handling		
			J	Solution		
			M	Appropriate greeting Ask about stay Anything else? Smooth handling		0 1 2 3
J	Self-confidence in dialog	0 1 2 3				
J	Solution	0 1 2 3				
E8	Desk D Attending guest B4	3	M	Appropriate greeting Ask about stay Anything else? Smooth handling	0 1 2 3	
			M	Appropriate greeting Ask about stay Anything else? Smooth handling	0 1 2 3	

E9	Desk D Complaint A4	3	J	Self-confidence in dialog	0 1 2 3
			J	Solution	0 1 2 3
			M	Appropriate greeting	
			M	Provide an apology / shows empathy	
			M	Anything else	
			J	Smooth handling	0 1 2 3
			J	Solution	0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
F1	BOT Reply to inquiry for seminar	3	M M M M J	Appropriate greeting and ending Offer services in ligne with request including rates (with discounts Cancellation policie and payment Anything else ? Structure	0 1



F2	BOT Reservation confirmation for seminar	3	J	Relevant proposition	2 3  0 1 2 3
			J	Additional relevant promotion	0 1 2 3
			M	Appropriate greeting and ending	0 1 2 3
			M	Positive reaction on guest's reservations	
			M	Confirms Rooms, rates, meeting rooms, equipment	
			M	Confirms special requests	
			M	Terms and conditions	
			M	Being thankful for choosing hotel	
			J	Structure	0 1 2 3
			J	Additional relevant promotion	
					0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
G1	Personal presentation	4	M	Hotel Facts Sheet - Dresscode	
G2	Desk A Check out A1	4			

G3	Desk A Extraordinary B1	4	M	Appropriate greeting	0 1 2 3
			M	Confirm payment	
			M	Correct Reservation system	
			M	Anything else?	
			M	Welcome back	
			J	Small talk	
			J	Self-confidence in dialog	
			J	Smooth handling	
G4	Desk B Check out B2	4			0 1 2 3
			M	Follow security policys	
			J	Self-confidence in dialog	
			J	Smooth handling	
			M	Appropriate greeting	0 1 2 3
			M	Confirm for Room No – check name or recognise the guest	
			M	Minibar / private bar ?	
			M	Correct Reservation system	
			M	Anything else?	
			J	Small talk	

					0
					1
					2
					3
			J	Self-confidence in dialog	
					0
					1
					2
					3
			J	Smooth handling	
					0
					1
					2
					3
G5	Desk B Attending guest A2	4			
			M	Appropriate greeting	
			M	Ask about stay	
			M	Anything else?	
			J	Smooth handling	
					0
					1
					2
					3
			J	Self-confidence in dialog	
					0
					1
					2
					3
			J	Solution	
					0
					1
					2
					3
G6	Desk C Check out A3	4			
			M	Appropriate greeting	
			M	Enjoyed stay?	
			M	Arrange transportation	
			M	Correct Reservation system	
			M	Anything else?	

G7	Desk C Attending guest B3	4	J	Small talk	0
					1
					2
					3
			J	Self-confidence in dialog	0
					1
					2
					3
			J	Smooth handling	0
					1
G8	Desk D Check out A4	4			2
					3
			M	Appropriate greeting	0
			M	Ask about stay	1
			M	Anything else?	2
			J	Smooth handling	3
					0
					1
					2
					3
			J	Self-confidence in dialog	0
					1
					2
					3
			J	Solution	0
					1
					2
					3
			M	Appropriate greeting	0
			M	Confirm the bill	1
			M	Offer luggage service	2
			M	Correct Reservation system	3

G9	Desk D Extraordinary B4	4	M	Anything else?	0 1 2 3
			J	Small talk	
			J	Self-confidence in dialog	
			J	Smooth handling	
			J	Smooth handling	0 1 2 3
			M	Follow security policys	
			J	Self-confidence in dialog	
			J	Smooth handling	
			J	Smooth handling	0 1 2 3
			J	Smooth handling	
			J	Smooth handling	
			J	Smooth handling	
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
H1	BOT Reply complaint from booking platform	4			
			M	Appropriate greeeting and ending	
			M	Thank the guest	
			M	Apologies or show empathy	

H2	BOT Calculations of key figure	4	M	Provide information of steps taken to rectify problem(s)	0 1 2 3
			J	Refer to incident, offer solution	
H2	BOT Calculations of key figure	4	J	Structure	0 1 2 3
			M	Appropriate format of the answer	0 1 2 3
			M	Average room occupancy	
			M	Average room rate	
			M	RevPar	
			M	Average bed occupancy	
			J	Explanation of calculation process	
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score

	Mark

	24.55
	4.12
	23.99
	3.61
	17.07
	4.76
	18.35
	3.55

Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
	YES/NO	1		0.45
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	2		0.31
Needs to have written proof or in system	YES/NO	3		0.47
6pm prior to arrival & credit card	YES/NO	3		0.47
Needs to be entered into reservation system	YES/NO	3		0.47
	YES/NO	2		0.31
		2		0.31
No confidence, stressed, not attentive				
Little to no confidence				
Good confidence, smile				
Good confidence, smile, carisma				
		1		0.45
Handles it bad				

Criterion A      Total Mark      24.55



Ok handling				
Reservation without further service				
Good flow, efficient and well adapted to guest		6		1.17
No promoting				
Little to non information about services				
Only informs about services				
Informs about services in a selling manner (upselling)				
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	2		0.31
"How is your stay?"	YES/NO	7		0.25
	YES/NO	2		0.31
		1		0.45
Handles it bad				
Ok handling				
Smooth handling				
Smooth handling, efficient and well adapted to guest		2		0.31
With no engagement				
Listens with engagement				
Active listening				
Professional listening with questions to clarify situation		7		0.25
no solution/irrelevant				
Ok appropriate solution				
Adaptable solution				
Appropriate solution and upselling				
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	1		0.45
	YES/NO	9		0.42
	YES/NO	9		0.42
Gives detailed info about how to get there	YES/NO	9		0.42
	YES/NO	9		0.42
		9		0.42
Irrelevant or no suggestions				
One relevant suggestions for guest type/request				
Relevant suggestions for guest type/request, presented well				
Relevant and thoughtful suggestions for guest type/request		6		1.17

No information or irrelevant about hotel's services				
Information about hotel's services				
Relevant and thoughtful suggestions about hotel services				
Active selling of hotel services		2		0.31
No confidence, stressed, not attentive				
Ok confidence				
Good confidence, eye contact, smile				
Good confidence, eye contacts, smile, carisma				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
Request and receive payment method	YES/NO	4		0.27
Only the floor - not room no.	YES/NO	4		0.27
Anything else I can help you with?	YES/NO	2		0.31
Check-in / Check-out correct in hotel system	YES/NO	4		0.27
		2		0.31
No smaltalk or inappropriate				
Ok smaltalk				
Have you stayed before / Welcome back!				
Smalltalk and exceeds customer's expectation, shows cor		2		0.31
No confidence, stressed, not attentive				
Ok confidence				
good confidence, eye contact, smiles				
good confidence, eye contact, smiles and charisma		1		0.45
Handles it bad or not at all				
Ok handling				
smooth handling, be efficient and not wasting guests time				
smooth handling, and as well as adapted to guest and situ		6		1.17
No promoting or handles it bad				
promoting 1 service				
promoting more than 1 service				
promoting more than 1 service in a selling manner				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
Needs to have written proof or in system	YES/NO	3		0.47
Needs to have written proof or in system	YES/NO	3		0.47

Needs to be entered into reservation system	YES/NO	3	0.47
	YES/NO	2	0.31
		2	0.31
No confidence, stressed, not attentive			
Little to no confidence			
Good confidence, smile			
Good confidence, smile, carisma		1	0.45
Handles it bad			
Ok handling			
Reservation without futher service			
Good flow, efficient and well adapted to guest		6	1.17
No promoting			
Little to non information about services			
Only informs about services			
Informs about services in a selling manner (upselling)			
Hotel facts sheet	YES/NO	3	0.47
		2	0.31
No confidence, stressed, not attentive			
Little to no confidence			
Good confidence			
Good confidence, attentive to guest		1	0.45
Handles it bad			
No to little smooth handling			
Meets expectation			
Exceeds expectation			
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2	0.31
Needs to have written proof or in system	YES/NO	3	0.47
Needs to be entered into reservation system	YES/NO	3	0.47
	YES/NO	2	0.31
		2	0.31
No confidence, stressed, not attentive			
Little to no confidence			
Good confidence, smile			
Good confidence, smile, carisma			

Handles it bad		1		0.45
Ok handling				
Reservation without further service				
Good flow, efficient and well adapted to guest		6		1.17
No promoting				
Little to non information about services				
Only informs about services				
Informs about services in a selling manner (upselling)				
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	2		0.31
"How is your stay?"	YES/NO	7		0.25
	YES/NO	2		0.31
		1		0.45
Handles it bad				
Ok handling				
Smooth handling				
Smooth handling, efficient and well adapted to guest		2		0.31
With no engagement				
Listens with engagement				
Active listening				
Professional listening with questions to clarify situation				
Solution		7		0.25
no solution/irrelevant				
Ok appropriate solution				
Adaptable solution				
Appropriate solution and upselling				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
	YES/NO	2		0.31
	YES/NO	5		0.32

Criterion B      Total Mark      4.12

Rate should be 776GBP per night / 2328GBP total	YES/NO	5		0.32
Acknowledge or answer	YES/NO	5		0.32
	YES/NO	5		0.32
		2		0.31
Inadequate styles and mistakes				
Non professional tone				
Adequate tone, well structured				
Literate text, well structured, fully compliant with etiquette				
	YES/NO	2		0.31
	YES/NO	5		0.32
	YES/NO	5		0.32
	YES/NO	5		0.32
wheelchair accessible bedroom, quiet with view, 25th anniversary	YES/NO	5		0.32
		2		0.31
Inadequate styles and mistakes				
Non professional tone				
Adequate tone, well structured				
Literate text, well structured, fully compliant with etiquette				
		5		0.32
No promoting or badly presented				
promoting 1 service				
promoting more than 1 service				
promoting more than 1 service in a nice way				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
	YES/NO	1		0.45
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	2		0.31
Full name, stay periode and room type, pax	YES/NO	4		0.27
Breakfast time and place	YES/NO	4		0.27
Anything else I can help you with?	YES/NO	2		0.31
Check-in / Check-out correct in hotel system	YES/NO	4		0.27

Criterion C      Total Mark      23.99

No smalltalk or inappropriate		2	0.31
Ok smalltalk			
Have you stayed before / Welcome back!			
Smalltalk and exceeds customer's expectation, shows confidence		2	0.31
Shows confidence and knows details and facts			
No confidence, stressed, not attentive			
Ok confidence			
good confidence, eye contact, smiles			
good confidence, eye contact, smiles and charisma		1	0.45
Handles it bad or not at all			
Ok handling			
smooth handling, be efficient and not wasting guests time			
smooth handling, and as well as adapted to guest and situation		6	1.17
No promoting or handles it bad			
promoting 1 service			
promoting more than 1 service			
promoting more than 1 service in a selling manner			
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	2	0.31
	YES/NO	7	0.25
	YES/NO	2	0.31
		7	0.25
Handles innaproprieatly			
Actively listen asking relevant questions			
Actively listen asking relevant questions, showing empathy			
Actively listen asking relevant questions, showing empathy		7	0.25
Innapropriate service recovery			
OK Service recovery			
Adaptable service recovery			
Appropriate service recovery exceed expectations in a selling manner			
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	2	0.31
"How is your stay?"	YES/NO	2	0.31
	YES/NO	2	0.31
		1	0.45

Handles it bad				
Ok handling				
Smooth handling				
Smooth handling, efficient and well adapted to guest		2		0.31
With no engagement				
Listens with engagement				
Active listening				
Professional listening with questions to clarify situation		1		0.45
no solution/irrelevant				
Ok appropriate solution				
Adaptable solution				
Appropriate solution and upselling				
Hotel facts sheet	YES/NO	3		0.47
		2		0.31
No confidence, stressed, not attentive				
Little to no confidence				
Good confidence				
Good confidence, attentive to guest		1		0.45
Handles it bad				
No to little smooth handling				
Meets expectation				
Exceeds expectation				
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	1		0.45
	YES/NO	9		0.42
	YES/NO	9		0.42
Gives detailed info about how to get there	YES/NO	9		0.42
	YES/NO	9		0.42
		9		0.42
Irrelevant or no suggestions				
One relevant suggestions for guest type/request				
Relevant suggestions for guest type/request, presented w				
Relevant and thoughtful suggestions for guest type/reques		6		1.17
No information or irrelevant about hotel's services				

Information about hotel's services				
Relevant and thoughtful suggestions about hotel services				
Active selling of hotel services		2		0.31
No confidence, stressed, not attentive				
Ok confidence				
Good confidence, eye contact, smile				
Good confidence, eye contacts, smile, carisma				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
Request and recive ID Card or Passport	YES/NO	4		0.27
Inform about the service	YES/NO	4		0.27
Anything else I can help you with?	YES/NO	2		0.31
Check-in / Check-out correct in hotel system	YES/NO	4		0.27
		2		0.31
No smaltalk or inapropriate				
Ok smaltalk				
Have you stayed before / Welcome back!				
Smalltalk and exceeds customer's expectation, shows cor		2		0.31
No confidence, stressed, not attentive				
Ok confidence				
good confidence, eye contact, smiles				
good confidence, eye contact, smiles and charisma		1		0.45
Handles it bad or not at all				
Ok handling				
smooth handling, be efficient and not wasting guests time				
smooth handling, and as well as adapted to guest and situ		6		1.17
No promoting or handles it bad				
promoting 1 service				
promoting more than 1 service				
promoting more than 1 service in a selling manner				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
I hope you have a nice stay - enjoy your stay!	YES/NO	4		0.27
Anything else I can help you with?	YES/NO	2		0.31
Check-in / Check-out correct in hotel system	YES/NO	4		0.27



No smalltalk or inappropriate		2	0.31
Ok smalltalk			
Have you stayed before / Welcome back!			
Smalltalk and exceeds customer's expectation, shows confidence		2	0.31
Shows confidence and knows details and facts			
No confidence, stressed, not attentive			
Ok confidence			
good confidence, eye contact, smiles			
good confidence, eye contact, smiles and charisma		1	0.45
Handles it bad or not at all			
Ok handling			
smooth handling, be efficient and not wasting guests time			
smooth handling, and as well as adapted to guest and situation		6	1.17
No promoting or handles it bad			
promoting 1 service			
promoting more than 1 service			
promoting more than 1 service in a selling manner			
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	1	0.45
	YES/NO	9	0.42
	YES/NO	9	0.42
Gives detailed info about how to get there	YES/NO	9	0.42
	YES/NO	9	0.42
Suggestions		9	0.42
Irrelevant or no suggestions			
One relevant suggestions for guest type/request			
Relevant suggestions for guest type/request, presented well			
Relevant and thoughtful suggestions for guest type/request		6	1.17
Promoting hotel's facilities			
No information or irrelevant about hotel's services			
Information about hotel's services			
Relevant and thoughtful suggestions about hotel services			
Active selling of hotel services			
Shows confidence and knows details and facts		2	0.31
No confidence, stressed, not attentive			
Ok confidence			

Good confidence, eye contact, smile  
Good confidence, eye contacts, smile, carisma

Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
Guest should return by 7pm	YES/NO	9		0.42
	YES/NO	9		0.42
	YES/NO	9		0.42
		9		0.42
No program				
Short & simple program, needs additional information				
Good program with explanation, one restaurant recommended				
Detailed program, more than 1 restaurant recommended,				
		2		0.31
Inadequate styles and mistakes				
Non professional tone				
Adequate tone, well structured				
Literate text, well structured, fully compliant with etiquette				
	YES/NO	2		0.31
	YES/NO	7		0.25
	YES/NO	7		0.25
	YES/NO	7		0.25
		7		0.25
Non relevant compensation / explanation				
Appropriate compensation / explanation				
Appropriate compensation / explanation plus				
Appropriate compensation / explanation plus / Encourage				
		2		0.31
Inadequate styles and mistakes				
Non professional tone				
Adequate tone, well structured				
Literate text, well structured, fully compliant with etiquette				

Criterion D      Total Mark      3.61

Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
	YES/NO	1		0.45
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	1		0.45
	YES/NO	9		0.42
	YES/NO	9		0.42
Gives detailed info about how to get there	YES/NO	9		0.42
	YES/NO	9		0.42
Suggestions		9		0.42
Irrelevant or no suggestions				
One relevant suggestions for guest type/request				
Relevant suggestions for guest type/request, presented w				
Relevant and thoughtful suggestions for guest type/reques				
Promoting hotel's facilities		6		1.17
No information or irrelevant about hotel's services				
Information about hotel's services				
Relevant and thoughtful suggestions about hotel services				
Active selling of hotel services				
Shows confidence and knows details and facts		2		0.31
No confidence, stressed, not attentive				
Ok confidence				
Good confidence, eye contact, smile				
Good confidence, eye contacts, smile, carisma				
Hotel facts sheet	YES/NO	3		0.47
Shows confidence and knows details and facts		2		0.31
No confidence, stressed, not attentive				
Little to no confidence				
Good confidence				
Good confidence, attentive to guest				
Smooth handeling according to situation		1		0.45
Handles it bad				
No to little smooth handling				

Criterion E      Total Mark      17.07

Meets expectation				
Exceeds expectation				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
	YES/NO	3		0.47
Needs to be entered into reservation system	YES/NO	3		0.47
	YES/NO	2		0.31
		2		0.31
No confidence, stressed, not attentive				
Little to no confidence				
Good confidence, smile				
Good confidence, smile, carisma				
Smooth handeling according to situation		1		0.45
Handles it bad				
Ok handling				
Reservation without futher service				
Good flow, efficient and well adapted to guest		6		1.17
No promoting				
Little to non information about services				
Only informs about services				
Informs about services in a selling manner (upselling)				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
	YES/NO	7		0.25
	YES/NO	2		0.31
Smooth handeling according to situation		7		0.25
Handles innaproprieatly				
Actively listen asking relevant questions				
Actively listen asking relevant questions, showing empathy				
Actively listen asking relevant questions, showing empathy		7		0.25
Innapropriate service recovery				
OK Service recovery				
Adaptable service recovery				
Appropriate service recovery exceed expectations in a sel				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
	YES/NO	7		0.25

	YES/NO	2	0.31
Smooth handling according to situation		7	0.25
Handles innaproprieatly			
Actively listen asking relevant questions			
Actively listen asking relevant questions, showing empathy			
Actively listen asking relevant questions, showing empathy		7	0.25
Innapropriate service recovery			
OK Service recovery			
Adaptable service recovery			
Appropriate service recovery exceed expectations in a sel			
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2	0.31
"How is your stay?"	YES/NO	7	0.25
	YES/NO	2	0.31
		1	0.45
Handles it bad			
Ok handling			
Smooth handling			
Smooth handling, efficient and well adapted to guest			
Listens to guest in a confident manner		2	0.31
With no engagement			
Listens with engagement			
Active listening			
Professional listening with questions to clarify situation			
Solution		7	0.25
no solution/irrelevant			
Ok appropriate solution			
Adaptable solution			
Appropriate solution and upselling			
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2	0.31
"How is your stay?"	YES/NO	7	0.25
	YES/NO	2	0.31
		1	0.45
Handles it bad			
Ok handling			
Smooth handling			
Smooth handling, efficient and well adapted to guest			

With no engagement		2		0.31
Listens with engagement				
Active listening				
Professional listening with questions to clarify situation		7		0.25
no solution/irrelevant				
Ok appropriate solution				
Adaptable solution				
Appropriate solution and upselling				
Not only HI, Hello! Use Good morning ect. Use correct title	YES/NO	2		0.31
	YES/NO	7		0.25
	YES/NO	2		0.31
		7		0.25
Handles innapropriately				
Actively listen asking relevant questions				
Actively listen asking relevant questions, showing empathy				
Actively listen asking relevant questions, showing empathy		7		0.25
Innapropriate service recovery				
OK Service recovery				
Adaptable service recovery				
Appropriate service recovery exceed expectations in a sel				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
	YES/NO	2		0.31
Meeting room The courtroom or the ballroom / prices for 2	YES/NO	5		0.32
	YES/NO	5		0.32
Deadline, other services, etc.	YES/NO	5		0.32
		2		0.31
Inadequate styles and mistakes				
Non professional tone				

Criterion F      Total Mark      4.76

<p>Adequate tone, well structured Literate text, well structured, fully compliant with etiquette</p> <p>Proposition doesn't suit the requirements Proposition is OK but needs additional informations Proposition is good, well balanced Proposition exceeds guest expectations</p> <p>no promotion mention 1 service and promote it in a nice way mention more than 1 service and promote in nice way mention more than 1 service, upselling, promote in nice way</p> <p>Ex. We're are glad to confirm...</p> <p>Inadequate styles and mistakes Non professional tone Adequate tone, well structured Literate text, well structured, fully compliant with etiquette</p> <p>no promotion mention 1 service and promote it in a nice way mention more than 1 service and promote in nice way mention more than 1 service, upselling, promote in nice way</p>		5		0.32
		5		0.32
	YES/NO	2		0.31
	YES/NO	5		0.32
	YES/NO	5		0.32
	YES/NO	5		0.32
	YES/NO	5		0.32
	YES/NO	5		0.32
		2		0.31
		5		0.32
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
	YES/NO	1		0.45

Criterion G      Total Mark      18.35

Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2	0.31
	YES/NO	8	0.38
Reservation is checked-out in the system	YES/NO	3	0.47
	YES/NO	2	0.31
	YES/NO	8	0.38
		2	0.31
No talk except for questions about check out			
short question with no engagement			
short questions with engagement (weather etc)			
professional small talk, follow up on stay, next stay etc		2	0.31
No confidence, stressed, not attentive			
Ok confidence			
Good confidence, eye contact, smile			
Good confidence, eye contacts, smiles, carisma		1	0.45
Handles it bad			
Ok handling			
Check-out without futher service			
Good flow, efficient and well adapted to guest			
Hotel facts sheet	YES/NO	3	0.47
		2	0.31
No confidence, stressed, not attentive			
Little to no confidence			
Good confidence			
Good confidence, attentive to guest		1	0.45
Handles it bad			
No to little smooth handling			
Meets expectation			
Exceeds expectation			
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2	0.31
	YES/NO	8	0.38
	YES/NO	8	0.38
Reservation is checked-out in the system	YES/NO	3	0.47
	YES/NO	2	0.31
		2	0.31



No talk except for questions about check out				
short question with no engagement				
short questions with engagement (weather etc)				
professional small talk, follow up on stay, next stay etc		2		0.31
No confidence, stressed, not attentive				
Ok confidence				
Good confidence, eye contact, smile				
Good confidence, eye contacts, smiles, carisma		1		0.45
Handles it bad				
Ok handling				
Check-out without futher service				
Good flow, efficient and well adapted to guest				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
"How is your stay?"	YES/NO	7		0.25
	YES/NO	2		0.31
		1		0.45
Handles it bad				
Ok handling				
Smooth handling				
Smooth handling, efficient and well adapted to guest		2		0.31
With no engagement				
Listens with engagement				
Active listening				
Professional listening with questions to clarify situation		7		0.25
no solution/irrelevant				
Ok appropriate solution				
Adaptable solution				
Appropriate solution and upselling				
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2		0.31
	YES/NO	8		0.38
	YES/NO	8		0.38
Reservation is checked-out in the system	YES/NO	3		0.47
	YES/NO	2		0.31

No talk except for questions about check out short question with no engagement short questions with engagement (weather etc) professional small talk, follow up on stay, next stay etc		2	0.31
No confidence, stressed, not attentive Ok confidence Good confidence, eye contact, smile Good confidence, eye contacts, smiles, carisma		2	0.31
Handles it bad Ok handling Check-out without futher service Good flow, efficient and well adapted to guest		1	0.45
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2	0.31
"How is your stay?"	YES/NO	7	0.25
	YES/NO	2	0.31
		1	0.45
Handles it bad Ok handling Smooth handling Smooth handling, efficient and well adapted to guest		2	0.31
With no engagement Listens with engagement Active listening Professional listening with questions to clarify situation		7	0.25
no solution/irrelevant Ok appropriate solution Adaptable solution Appropriate solution and upselling			
Not only HI, Hello! Use Good morning ect.Use correct title	YES/NO	2	0.31
	YES/NO	8	0.38
	YES/NO	8	0.38
Reservation is checked-out in the system	YES/NO	3	0.47

	YES/NO	2		0.31
		2		0.31
No talk except for questions about check out short question with no engagement short questions with engagement (weather etc) professional small talk, follow up on stay, next stay etc		2		0.31
No confidence, stressed, not attentive Ok confidence Good confidence, eye contact, smile Good confidence, eye contacts, smiles, carisma		1		0.45
Handles it bad Ok handling Check-out without futher service Good flow, efficient and well adapted to guest				
Hotel facts sheet	YES/NO	3		0.47
		2		0.31
No confidence, stressed, not attentive Little to no confidence Good confidence Good confidence, attentive to guest		1		0.45
Handles it bad No to little smooth handling Meets expectation Exceeds expectation				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
	YES/NO	2		0.31
	YES/NO	7		0.25
	YES/NO	7		0.25

Criterion H      Total Mark      3.55

	YES/NO	7		0.25
		7		0.25
Non relevant compensation / explanation				
Appropriate compensation / explanation				
Appropriate compensation / explanation plus				
Appropriate compensation / explanation plus / Encourage		2		0.32
Inadequate styles and mistakes				
Non professional tone				
Adequate tone, well structured				
Literate text, well structured, fully compliant with etiquette				
Email to manager	YES/NO	2		0.32
0.7762	YES/NO	5		0.32
952,38 GBP	YES/NO	5		0.32
739,24 GBP	YES/NO	5		0.32
0.4423	YES/NO	5		0.32
		5		0.32
No explanations				
Explanation is incomplete				
Ok Explanation, missing some details				
Explanation is complete				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark

Criterion I      Total Mark      0.00

Competition      Total Mark      100.00